

Edison Enterprise Resource Planning Project

Review of Issues Related to FSCM

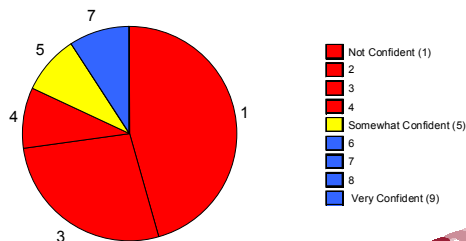


Methodology

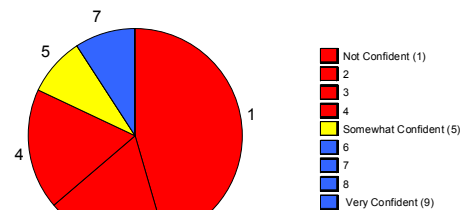
	Directors	Staff
Surveys Sent	51	5,813
Respondents	40	1,543
% Response Rate	78%	27%



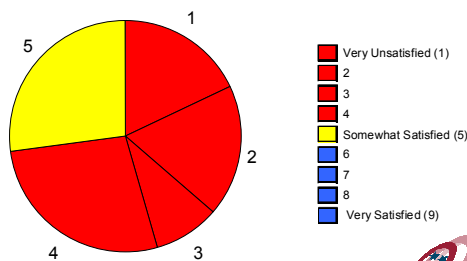
Wave 3: Confidence in Wave 3 Accuracy, Completeness, Timeliness and Reliability (N=11)



Wave 3: Confidence in Successful Implementation of Wave 3 (N=11)



Wave 3: Satisfaction with Development Process (N=11)



Waves 1 & 2: Issues with Functionality (N=24)

#	Issue	Fiscal Directors	All Instances	Current Instances
1	Not able to pay invoices in a timely manner	22	10,346	577
2	Insufficient financial reporting to meet business objectives	18	313	104
3	Issue resolution not timely	18	297	119
4	Timeliness of processing transactions, draw downs, payments	16	10,105	449
5	Not able to correct errors in a timely manner	15	2,261	339

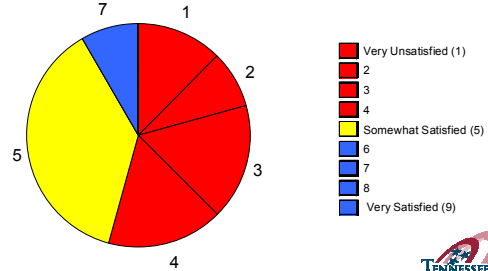


Waves 1 & 2: Negative Effects Due to Late Payments of Invoices (N=29)

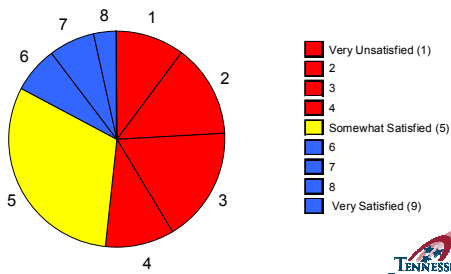
#	Answer	# of Directors Responding
1	All Invoices Paid Timely, No Negative Effects	2
2	Invoices Paid Late, No Negative Effects	14
3	Invoices Paid Late, Agency Paid Some Late Fees	8
4	Invoices Paid Late, Some Vendor Refusal Until Process Improves	4
5	Invoices Paid Late, Some Vendor Refusal to Provide Altogether	1



Waves 1 & 2: Satisfaction with Issue Resolution Process (N=24)



Waves 1 & 2: Satisfaction with Performance of FSCM (N=29)



All Waves: Job Preparedness from All Training (N=38)



Actions by F & A and Project Edison

- ◆ Extend implementation schedule
- ◆ Workshops for Waves 1 and 2 agencies
- ◆ Business process training sessions
- ◆ Agency sign-off on specific configurations
- ◆ Establish team of Edison experts
- ◆ Expand Edison help desk



Comptroller's Recommendations

- ◆ Edison training programs
- ◆ Comprehensive list of problems
- ◆ Assign staff and other resources
- ◆ Documented testing process
- ◆ Full user acceptance



Comptroller's Recommendations cont'd

- ◆ Help desk functions
- ◆ Surveys
- ◆ Assess risks
- ◆ Evaluate controls
- ◆ Assess processing and information



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Overall Requirements for Success

- ◆ Acknowledge problems
- ◆ Allocate resources
- ◆ Follow best practices
- ◆ Obtain user acceptance
- ◆ Establish realistic benchmarks
- ◆ Operate transparently



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Oversight Needs

- ◆ Regular reporting
- ◆ Full disclosure, including Gartner findings and reports
- ◆ Third party verification
- ◆ Risk assessment
- ◆ Internal controls



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What's at Stake?

- ◆ **Reliability of the State's financial statements**
- ◆ **Bond ratings**
- ◆ **Recovery Act requirements**
- ◆ **Financial integrity**
- ◆ **Efficient and effective operation of State government**



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Information Available Online

<http://www.tn.gov/comptroller/edison/index.htm>



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